Alcoholic Beverage Control

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution	
			Low	**FCR Total**
Alcoholic Beverage Control	Application Support	Wayne Andersen	2 1	2 1
		Assigned to Individual Total	2 1	2 1
	Metro D Desktop Support	Greg Clawson	127 125	127 125
		Kevin Perry	1 1	1 1
		Rod Tucker	26 26	26 26
		Assigned to Individual Total	154 152	154 152
	Assigned Group Total		156 153	156 153
Customer Company Total			156 153	156 153

Alcoholic Beverage Control

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

			Top Number - Total Incidents Bottom Number - Missed Inital Response	
Customer Company	**Assigned Group**	**Assigned to Individual**	**Low**	**MIR Total**
Alcoholic Beverage Control	Application Support	Wayne Andersen	2 1	2 1
		Assigned to Individual Total	2 1	2 1
	Metro D Desktop Support	Greg Clawson	127 0	127 0
		Kevin Perry	1 0	1 0
		Rod Tucker	26 0	26 0
		Assigned to Individual Total	154 0	154 0
	Assigned Group Total		156 1	156 1
Customer Company Total			156 1	156 1

Alcoholic Beverage Control

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

			Top Number - Total Incidents Bottom Number -Average time in hours	
Customer Company	**Assigned Group**	**Assigned to Individual**	**Low**	**ATTIR Total**
Alcoholic Beverage Control	Application Support	Wayne Andersen	2 2.21	2 2.21
		Assigned to Individual Total	2 2.21	2 2.21
	Metro D Desktop Support	Greg Clawson	127 0.00	127 0.00
		Kevin Perry	1 0.69	1 0.69
		Rod Tucker	26 0.00	26 0.00
		Assigned to Individual Total	154 0.00	154 0.00
	Assigned Group Total		156 0.03	156 0.03
Customer Company Total			156 0.03	156 0.03

Alcoholic Beverage Control

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution	
			Low	MR Total
Alcoholic Beverage Control	Application Support	Wayne Andersen	2 0	2 0
		Assigned to Individual Total	2 0	2 0
	Metro D Desktop Support	Greg Clawson	127 0	127 0
		Kevin Perry	1 0	1 0
		Rod Tucker	26 0	26 0
		Assigned to Individual Total	154 0	154 0
	Assigned Group Total		156 0	156 0
Customer Company Total			156 0	156 0

Alcoholic Beverage Control

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

			Top Number - Total Incidents	
			Bottom Number - Average time in hours	
Customer Company	**Assigned Group**	**Assigned to Individual**	**Low**	**ATTR Total**
Alcoholic Beverage Control	Application Support	Wayne Andersen	2 2.21	2 2.21
		Assigned to Individual Total	2 2.21	2 2.21
	Metro D Desktop Support	Greg Clawson	127 0.05	127 0.05
		Kevin Perry	1 2.76	1 2.76
		Rod Tucker	26 0.00	26 0.00
		Assigned to Individual Total	154 0.06	154 0.06
	Assigned Group Total		156 0.09	156 0.09
Customer Company Total			156 0.09	156 0.09

Alcoholic Beverage Control

Detail

INC000000508157	Liquor Store 12	Application	None	None			TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000508161	Liquor Store 12	Application	None	None			TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000508162	Liquor Store 42	Application	None	None			TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000508163	Liquor Store 12	Application	None	None			TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000508164	Liquor Store 08	Application	None	None			TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000508184	Liquor Store 09	Application	None	None			TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000508450	Cindy L Holmes	Application	Error	None			TIR Missed: Yes	3.58
	Application Support	Wayne Andersen	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	3.58
INC000000509085	Cindy L Holmes	Application	Error	None			TIR Missed: No	0.85
	Application Support	Wayne Andersen	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.85
INC000000509850	Liquor Store 34	Application	Error	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000509856	Liquor Store 05	Application	Error	Microsoft Windows XP Professic			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000509868	Liquor Store 24	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000509901	Liquor Store 36	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000510004	Liquor Store 42	Application	None	None			TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000510005	Liquor Store 12	Application	None	None			TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000510016	Liquor Store 06	None	None	None			TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00
INC000000510445	Liquor Store 30	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed		TTR Missed: No	0.00

Alcoholic Beverage Control

INC000000510489	Liquor Store 26	Application	Error	Triversity Point-of-Sale		TIR Missed: No		0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No		0.00
INC000000512528	Liquor Store 19	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No		0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No		0.00
INC000000512529	Liquor Store 19	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No		0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No		0.00
INC000000512530	Liquor Store 19	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No		0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No		0.00
INC000000512531	Liquor Store 19	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No		0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No		0.00
INC000000512532	Liquor Store 15	Application	Reporting	None		TIR Missed: No		0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No		0.00
INC000000512533	Liquor Store 26	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No		0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No		0.00
INC000000512534	Liquor Store 23	Application	Error	None		TIR Missed: No		0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No		0.00
INC000000512535	Liquor Store 16	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No		0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No		0.00
INC000000512536	Liquor Store 16	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No		0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No		0.00
INC000000512667	Penny Hulse	Application	Error	Novell eDirectory		TIR Missed: No		0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No		0.00
INC000000512701	Liquor Store 31	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No		0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No		0.00
INC000000514055	Vera D Pitt	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No		0.69
	Metro D Desktop Support	Kevin Perry	Alcoholic Beverage Control	Low	Closed	TTR Missed: No		2.76
INC000000514468	Liquor Store 06	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No		0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No		0.00
INC000000514473	Liquor Store 21	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No		0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No		0.00
INC000000514477	Liquor Store 09	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No		0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No		0.00
INC000000514478	Liquor Store 04	None	None	None		TIR Missed: No		0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No		0.00

Alcoholic Beverage Control

INC000000514480	Liquor Store 44	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000514486	Liquor Store 04	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000514490	Liquor Store 18	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000514494	Liquor Store 18	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000514500	Liquor Store 41	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000514503	Liquor Store 04	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000514505	Liquor Store 09	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000514826	Liquor Store 23	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000514828	Liquor Store 37	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000514830	Liquor Store 30	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000514833	Liquor Store 42	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000514841	Liquor Store 02	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000514883	Liquor Store 31	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000514884	Liquor Store 10	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000514885	Liquor Store 21	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000514904	Liquor Store 16	Application	Reporting	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000514905	Liquor Store 27	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00

Alcoholic Beverage Control

INC000000514906	Liquor Store 11	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000514907	Liquor Store 06	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000514908	Liquor Store 03	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000514909	Liquor Store 03	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000514910	Liquor Store 27	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000514911	Liquor Store 17	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000514912	Liquor Store 25	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000514913	Liquor Store 42	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000514914	Liquor Store 12	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000514915	Liquor Store 44	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000515395	Liquor Store 19	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000515689	Liquor Store 45	Application	Reporting	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000515695	Liquor Store 10	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000515828	Liquor Store 09	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000515829	Liquor Store 16	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000515831	Liquor Store 15	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	4.36
INC000000516590	Liquor Store 21	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00

Alcoholic Beverage Control

INC000000517123	Liquor Store 14	Application	Error	Triversity Point-of-Sale	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000517128	Liquor Store 08	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000517129	Liquor Store 08	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000517451	Liquor Store 36	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000517459	Liquor Store 29	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000517463	Liquor Store 43	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000518038	Liquor Store 01	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000518936	Liquor Store 12	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000518939	Liquor Store 15	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000518940	Liquor Store 37	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000518941	Liquor Store 02	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000518944	Liquor Store 44	Application	Reporting	Triversity Point-of-Sale	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000518947	Liquor Store 02	Application	Reporting	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000518951	Liquor Store 29	Application	Reporting	Triversity Point-of-Sale	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000519610	Liquor Store 41	Application	Error	Triversity Point-of-Sale	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000519618	Liquor Store 36	Application	Error	Triversity Point-of-Sale	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000519622	Liquor Store 36	Application	Error	Triversity Point-of-Sale	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00

Alcoholic Beverage Control

INC000000520151	Liquor Store 44	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000520158	Liquor Store 14	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000520164	Liquor Store 30	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000520419	Liquor Store 17	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000520423	Liquor Store 36	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000520425	Liquor Store 01	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000520426	Liquor Store 24	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000520428	Liquor Store 26	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000520436	Liquor Store 09	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000520440	Liquor Store 06	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000520444	Liquor Store 09	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000520486	Bill Garner	Application	Error	Surveillix Surveillance Systems		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000520891	Liquor Store 18	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000520893	Liquor Store 21	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000520894	Liquor Store 28	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000520895	Liquor Store 03	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000520896	Liquor Store 18	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00

Alcoholic Beverage Control

Incident	Location	Category	Type	System	Priority	Status	TIR/TTR Missed	Value
INC000000520944	Liquor Store 15	Application	None	None			TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control		Low	Resolved	TTR Missed: No	0.00
INC000000520960	Liquor Store 25	Application	None	None			TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control		Low	Resolved	TTR Missed: No	0.00
INC000000521565	Liquor Store 05	Application	Error	Triversity Point-of-Sale			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Resolved	TTR Missed: No	0.00
INC000000521572	Liquor Store 39	Application	Reporting	Triversity Point-of-Sale			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Resolved	TTR Missed: No	0.00
INC000000521574	Liquor Store 36	Application	Error	Triversity Point-of-Sale			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Resolved	TTR Missed: No	0.00
INC000000521577	Liquor Store 34	Application	Error	Triversity Point-of-Sale			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Resolved	TTR Missed: No	0.00
INC000000521581	Liquor Store 06	Application	Error	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Resolved	TTR Missed: No	0.00
INC000000521585	Liquor Store 33	Application	Error	Triversity Point-of-Sale			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Resolved	TTR Missed: No	0.00
INC000000521591	Liquor Store 09	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Resolved	TTR Missed: No	0.00
INC000000521603	Liquor Store 17	Application	Error	Triversity Point-of-Sale			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Resolved	TTR Missed: No	0.00
INC000000521795	Liquor Store 44	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Resolved	TTR Missed: No	0.00
INC000000522000	Liquor Store 03	PC/Laptop	Hardware	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Resolved	TTR Missed: No	2.54
INC000000522248	Liquor Store 22	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Resolved	TTR Missed: No	0.00
INC000000522406	Liquor Store 35	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Resolved	TTR Missed: No	0.00
INC000000522640	Liquor Store 19	Application	Error	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Resolved	TTR Missed: No	0.00
INC000000522641	Liquor Store 43	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Resolved	TTR Missed: No	0.00
INC000000522642	Liquor Store 39	Application	Reporting	Triversity Point-of-Sale			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Resolved	TTR Missed: No	0.00

Alcoholic Beverage Control

INC000000523115	Liquor Store 01	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000523117	Liquor Store 23	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000523129	Liquor Store 09	Application	Error	Triversity Point-of-Sale			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000523147	Liquor Store 29	Application	Error	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000523149	Liquor Store 37	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000523150	Liquor Store 27	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000523151	Liquor Store 30	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000523152	Liquor Store 41	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000523153	Liquor Store 01	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000523154	Liquor Store 36	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000523155	Liquor Store 44	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000523156	Liquor Store 36	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000523184	Liquor Store 08	Application	Reporting	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000523185	Liquor Store 38	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000523186	Liquor Store 05	Application	Reporting	Triversity Point-of-Sale			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000523187	Liquor Store 16	PC/Laptop	Hardware	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000523190	Liquor Store 36	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00

Alcoholic Beverage Control

INC000000523191	Liquor Store 29	Application	Reporting	Triversity Point-of-Sale	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000523192	Liquor Store 15	Application	Error	Triversity Point-of-Sale	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000523796	Liquor Store 14	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000523808	Liquor Store 26	Application	Reporting	None	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000523811	Liquor Store 36	Application	Error	Triversity Point-of-Sale	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000523812	Liquor Store 42	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000523815	Liquor Store 14	Application	Reporting	None	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000524080	Liquor Store 38	Application	Error	None	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000524083	Liquor Store 01	Application	Reporting	Triversity Point-of-Sale	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000524193	Liquor Store 38	EIS Hardware	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000524194	Liquor Store 45	Application	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000524195	Liquor Store 34	Application	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000524390	Liquor Store 31	Application	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000524796	Liquor Store 21	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000524975	Liquor Store 24	Application	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000524976	Liquor Store 11	EIS Hardware	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000524977	Liquor Store 04	EIS Hardware	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00

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INC000000524978	Liquor Store 37	Application	None	None		TIR Missed: No	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000524979	Liquor Store 38	EIS Hardware	None	None		TIR Missed: No	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000524991	Liquor Store 34	Application	None	None		TIR Missed: No	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000525153	Liquor Store 01	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00